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1 Business process modeling: Use of six sigma to optimize cordis sales administration and order and revenue management process



Angel Rivera, Joe Marovich

 December 2001 **Proceedings of the 33rd conference on Winter simulation**

Publisher: IEEE Computer Society

 Full text available: [pdf\(295.79 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Cordis Corporation, a Johnson and Johnson Company, undertook a project to reduce the sales representatives administrative tasks by 50% and to optimize the Order & Revenue Management Process for its customers. The existing process was complex, consisting of numerous handoffs, nonintegrated systems, and duplication of work. Due to these issues, sales representatives and sales administration were spending too much time managing errors and non-value added tasks instead of being able to focus on the ...

2 Business process reengineering: Simulation of customer-focused business processes: Six Sigma and simulation, so what's the correlation?



David M. Ferrin, David Muthler, Martin J. Miller

 December 2002 **Proceedings of the 34th conference on Winter simulation: exploring new frontiers**

Publisher: Winter Simulation Conference

 Full text available: [pdf\(163.27 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#)

This paper will explore the fundamental relationships between Six Sigma and simulation. A basic overview of Six Sigma includes:

1. Six Sigma philosophy,
2. Basic tools,
3. Theory of Variation,
4. SPC,
5. Process capability,
6. Six Sigma infrastructure, and

7. DMAIC and DFSS processes.

Simulation will be applied to the appropriate areas of the overview. Improvement in the robustness of the Six Sigma methodology will be discussed and the s ...

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